



**FINAL EXAMINATION**  
**NOVEMBER 2023**

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| <b>COURSE TITLE</b>  | <b>INTERPERSONAL AND COMMUNICATION SKILLS</b>        |
| <b>COURSE CODE</b>   | <b>RMGT1123</b>                                      |
| <b>DATE/DAY</b>      | <b>22 FEBRUARY 2024 / THURSDAY</b>                   |
| <b>TIME/DURATION</b> | <b>02:00 PM - 04:00 PM / 02 Hour(s) 00 Minute(s)</b> |

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**INSTRUCTIONS TO CANDIDATES :**

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 2 Printed Pages including front page)

**\*\*\*DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO\*\*\***

**This paper consists of TWO (2) sections. Answer ALL sections. [50 MARKS]**

**SECTION A (30 Marks)**

**There are SEVEN (7) questions in this part. Answer ALL questions in the answer booklet.**

1. Briefly explain any **TWO (2)** types of buffers in negative messages. (5 marks)
2. List any **TWO (2)** examples of the routine messages. (2 marks)
3. Briefly explain the persuasive message. (5 marks)
4. Briefly discuss the analytical report. (5 marks)
5. State **FOUR (4)** methods of presentation. (4 marks)
6. List any **FIVE (5)** ineffective slide designs. (5 marks)
7. Briefly describe how you adapting a presentation to a large audience. (4 marks)

**SECTION B (20 Marks)**

**There are TWO (2) questions in this part. Answer ALL questions in the answer booklet.**

1. Imagine you are the owner of a coffee shop called Blis Coffee, which recently collaborated with a top bakery shop in Malaysia named Secret House of Cake. However, due to the recent outbreak of war in Palestine, Secret House of Cake has withdrawn from collaborating with your shop.

You are required to write a persuasive email to the Secret House of Cake using the AIDA model to gain the credibility of Blis Coffee. (10 marks)

2. You are the operation manager at YTJ Granite Bhd, recently received a reimbursement request from a contractor for buying spare parts for a conveyor machine. Upon a thorough examination of the submitted documentation, it has come to your attention that the date on the reimbursement claim does not match the date of the receipt. Consequently, you are currently unable to proceed with the processing of this claim.

Write an email to the contractor to notify this issue. (10 marks)

**\*\*\* END OF QUESTION PAPER \*\*\***